

CC Docket No. 98-67 REPORT



DOCKET FILE COPY ORIGINAL  
**Information Technology Department**

600 E Boulevard Ave., Dept 112 Bismarck, ND 58505-0100 (701) 328-3190

RECEIVED  
JUL 3 2001  
SOC MAIL ROOM

June 29, 2001

Magalie Roman Salas  
Federal Communications Commission  
445 12th ST. S.W.  
Washington, DC 20554

Dear Magalie,

Please find attached the annual complaint log (attachment #1) for the State of North Dakota, as well as a summary (attachment #2) as required by the TRS Order.

Please review the information, and if this information is not sufficient, please contact me and I will be glad to provide further information.

Regards,

Terese M. Birnbaum  
Telecommunications Analyst / Relay North Dakota Administrator  
Information Technology Department

Attachment #1: Complaint Log Summary for Period of June 1, 2000 – May 31, 2001  
Attachment #2: Summary of Complaints for Period of June 1, 2000 – May 31, 2001

No. of Copies rec'd 011  
List A B C D E

RECEIVED  
JUL - 3 2001  
CIB / CIND



# Relay North Dakota

June 2000 - May 2001

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	EFF
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Instr	0	0	1	0	1	0	0	0	0	0	0	0	2	12%
#03 Didn't Follow Cust Instruct	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	1	0	0	1	6%
#05 Agent Disconnected Caller	2	0	0	0	0	0	0	0	0	0	0	0	2	12%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	1	0	0	0	0	1	6%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	1	0	1	2	1	0	2	7	41%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	0	1	2	1	0	0	0	4	24%
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>17</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding	0	0	1	0	0	0	0	0	0	0	0	0	1	14%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	2	0	2	0	0	0	2	0	0	0	0	0	6	86%
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	
<b>MISC COMPLAINTS</b>														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	0	0	0	1	0	0	0	0	0	0	1	100%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	
<b>TOTAL CONTACT</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>25</b>	

## **Attachment # 2**

### **Summary Log for June 1, 2000 – May 31, 2001 North Dakota Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 100,677 outbound calls on behalf of North Dakota Relay, receiving a total of twenty-five (.025%) customer complaints. All twenty-five complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. Additionally, one complaint was escalated to the FCC. This informal complaint was forwarded to Sprint TRS and the State of North Dakota for further resolutions and additional actions were taken to resolve the complaint.